

At ACANY, we want to make sure you receive the best Care Management services possible, and that includes addressing any concerns or grievances you may have. Here's how you can let us know if something isn't right:

SHARE YOUR CONCERNS

If you have any issues or worries, start by talking to your Care Manager. They are here to help! If your issue is not resolved, you can follow the process below.



If you need help finding contact information for any of the above, call the Customer Service Center at 1-855-572-2669.

If at any time you don't feel comfortable sharing your grievance with Care Management, you can contact Member Relations by emailing memberrelations@myacany.org or call 855-423-1369.

TAKE FURTHER ACTION

If a grievance is filed, our Member Relations team will work on a plan with you and the Care Management team to fix the problem

Remember, we're here to listen and help you, so don't hesitate to reach out if you need support!